



Marion Utilities

1540 N Washington St.
Marion, IN 46952
www.marionutilities.com

Service Board

Memo To: All Utility Board Members
From: Bob Logan, Chairman
Date: July 26, 2019
Re: Agenda for August 1, 2019 Utility Service Board Meeting

Dear Board Member:

This is to inform you of our Board Meeting to be held Thursday, August 1, 2019 at 5:30 p.m. in the L.E.A.D. Center, Building 101, at Marion Utilities, 1540 North Washington Street, Marion, Indiana.

The following will be the agenda:

- I. **ROLL CALL**
- II. **INTRODUCTION OF GUESTS**
- III. **CONSIDERATION OF AGENDA ADDITIONS OR DELETIONS**
- IV. **APPROVAL OF MINUTES**
 - A. Regular meeting of July 18, 2019
- V. **OLD BUSINESS**
 - A. Update on Projects- P. Pinkerton





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VI. NEW BUSINESS

- A. Transfers & Pay Requests – Senior Leadership Team
- B. Office Hour Rescheduling- C. Binkerd

VII. STAFF REPORTS

- A. Assistant Director for Engineering & Solid Waste- P. Pinkerton
- B. Assistant Director for Operations & Maintenance- R. Shrader
- C. Utility Director- C. Binkerd

VII. BOARD MEMBERS' COMMENTS

IX. CHAIRMAN'S REMARKS

X. NEXT MEETING

Thursday, August 15, 2019

Robert Logan, Chairman
Marion Utility Service Board

cc: News Media
City Administration/Council
Department Heads





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Service Board

BOARD MINUTES OF THE AUGUST 1, 2019

The Marion Utility Service Board held their meeting on Thursday, August 1, 2019 at 5:30 p.m. in the Training Center, Building 101, at Marion Utilities, 1540 N. Washington Street, Marion, Indiana.

Roll was called and those board members present were: Bob Logan, Chairman; Mike Barney; Doug Carl, Vice Chairman; Von Jackson; and Herschel Lewis. Those absent were: Bill Dorsey and Al Green.

Also present at the meeting were: Chuck Binkerd, Director; Pat Pinkerton, Assistant Director for Engineering and Solid Waste; Robin Shrader, Assistant Director for Operations & Maintenance; Mike Conner, Attorney; Misty Humphries, Board Secretary; and Mark Theel, Marion Utilities.

CONSIDERATION OF AGENDA ADDITIONS OR DELETIONS

Mr. Carl moved, seconded by Mr. Lewis, to add the State Board of Accounts Audit as an item under new business. All board members present voted aye. Motion carried unanimously.

APPROVAL OF MINUTES

Mr. Lewis moved, seconded by Mr. Jackson, to approve the minutes of the regular meeting of July 18, 2019. All board members present voted aye. Motion carried unanimously.

UPDATE ON PROJECTS

Mr. Pinkerton reported that the L.E.A.D. Center Parking Lot was basically done. The crews were putting up the fence today and will stretch it tomorrow. The vendor is anticipating that asphalt will only take one to two weeks. The project at 46th & Carey is scheduled to start on August 19th. The vendor may start a little earlier as there is a water main to lower.

TRANSFERS & PAY REQUESTS

Mr. Pinkerton presented the Certificate of Completion from Watson Excavating for the Home Avenue project and the release of retainage in the amount of \$92,000. Mr. Lewis moved, seconded by Mr. Carl, to approve the pay request. All board members present voted aye. Motion carried unanimously.

OFFICE HOUR RESCHEDULING



Mr. Binkerd said that the rescheduling of office hours would pertain to the Customer Service workgroup. Mr. Binkerd explained that the completion of the L.E.A.D. Center now allows staff to start some training. Mr. Binkerd said that the Customer Service workgroup faces challenges when trying to take part in trainings as the phones are always ringing and due to traffic flow in the office. Mr. Binkerd said he would like to open one hour of the Customer Service office hours for training. This would mean the Customer Service workgroup would close lobby services at 3:30 p.m. on Wednesdays. The Customer Service Representatives would then have an hour from 3:30 p.m. to 4:30 p.m. to participate in training or catch up on administrative work. Mr. Binkerd stated that the kiosk was up and running and that STAR Bank would be taking payments for the Utility at its three branches in town. Mr. Binkerd said that he feels that more would be offered than what would be taken away by closing one hour earlier on Wednesdays. Mr. Binkerd reiterated that the lobby and the drive thru would be closed at 3:30 p.m. on Wednesdays only. Mr. Binkerd furthered that he would like to wait approximately one month before implementing the change in order to ensure that the kiosk was up and running and to promote the change. Mr. Jackson asked if the radio could be used to disseminate the office hour change. Mr. Binkerd said yes. Mr. Barney asked if the employees would be training for an hour on Wednesdays. Mr. Binkerd said yes as well as catching up on administrative functions such as work orders, new services applications, and other customer requests. Mr. Jackson asked if there were safety procedures set in place for the Customer Service workgroup. Mr. Binkerd said that staff was reviewing a proposal at the moment to provide safety training. Mr. Jackson moved, seconded by Mr. Lewis, to approve the closing of the Customer Service lobby and drive thru at 3:30 p.m. on Wednesdays. All board members present voted aye. Motion carried unanimously.

STATE BOARD OF ACCOUNTS AUDIT

Mr. Binkerd explained that the State Board of Accounts Entrance Conference was held yesterday. Mr. Logan asked a question about the type of audit, as he did last year, and received a different answer. Mr. Binkerd asked that Mr. Logan explain the situation. Mr. Logan stated that State Board of Accounts performed a GAAP Audit last year. The GAAP audit takes longer, is more in depth, and is sufficiently more cost wise. The auditor stated that they could do a cash audit. This would decrease the time that the auditors were here from four to six weeks to one week. Mr. Logan said as an accountant, he would be very comfortable going away from a GAAP audit. The Utility could still receive a separate audit report from the City. Mr. Binkerd added that the Utility works hand in hand with Crowe Horwath in preparation for the State Board of Accounts' audit. The while the State Board of Accounts' regulatory audit would cover the cash audit; Crowe would be available to conduct audits of additional areas. Mr. Logan said that one area, other post-employment benefits, would require a lengthy and detailed actuarial study due to retirees receiving the insurance and Medicare benefit. The actuarial study would be totally inclusive of all employees though. This is because other post-employment benefits are looked at as a liability. Mr. Carl said he was assuming that the report would allow and audit of policies and procedures. Mr. Jackson asked if we were getting more

of a savings and if the bond rating would be affected. Mr. Logan said there would be more of a savings. As far as the bond rating, it should not be impacted as the bond rating is based more on cash. Mr. Barney asked if the State said it was okay for us to go a different way. Mr. Logan said yes. The audit manager last year answered the question of why a GAAP audit was being done by stating, “this is the way we are doing it now.” However, the audit manager this year stated that this is the way that Columbia City went, and he agreed that we could also follow this path. Mr. Carl moved, seconded by Mr. Lewis, that the audit process change from a GAAP audit go to a regulatory audit. All board members present voted aye. Motion carried unanimously.

STAFF REPORTS

P. Pinkerton, Assistant Director for Engineering & Solid Waste

Mr. Pinkerton stated that the street sweeping crews were starting to sweep the City for a second time. He pointed to a map of the City and stated that the magenta streets were the primary streets, the green were secondary streets, with the blue and yellow areas to follow. He then presented a monthly solid waste comparison. Mr. Pinkerton said that for January to July the solid waste numbers were consistently above previous years’ numbers. The additional revenue coming in for July was about \$1,600. Mr. Carl if there were any complaints about the increase to fees. Mr. Pinkerton said he heard of a couple, but those were shingle loads. Mr. Pinkerton reminded everyone that the shingles are hard for the crew and the compactor to handle.

R. Shrader, Assistant Director for Operations & Maintenance

Mrs. Shrader explained that she was about to embark on a new curriculum for Leadership Training. The training will take on a little different look. Mrs. Shrader quoted Mark Sanborn who said, “Everything we do promotes or pollutes.” She explained that employees would receive training on the history of Marion Utilities, water cycle fundamentals, understanding the customer, communication techniques, and sending consistent messages. Mrs. Shrader said this would mean a little different schedule for Leadership Training, and the Customer Service workgroup would receive in depth training. The customer service workgroup will meet once a week for two hours. Work crews will receive half day trainings which will be similar to how the safety training is presented. Mrs. Shrader said that this would take the place of the monthly leadership training. Mrs. Shrader also reminded the Board that the IWEA Annual Conference was being held in Fort Wayne. Mr. Binkerd and Mrs. Shrader are going to be a part of a presentation from 1 p.m. to 4 p.m. on August 20th. Mrs. Shrader said that there was no cost involved if the Board would like to attend.

C. Binkerd, Utility Director

Mr. Binkerd had nothing further.

BOARD MEMBERS’ COMMENTS

There were no board member comments.

CHAIRMAN'S REMARKS

Mr. Logan said it was nice to see everyone in the new L.E.A.D. Center.

The next meeting is scheduled for August 15, 2019 at 5:30 p.m. in the L.E.A.D. Center, Building 101, at Marion Utilities, 1540 N. Washington Street.

There being no further business before the board, Mr. Lewis moved, seconded by Mr. Carl, that the meeting be adjourned. All board members present voted aye. Motion carried unanimously.

Meeting adjourned at 6:16 p.m.

Robert Logan, Chairman
Marion Utilities Service Board

ATTEST



Misty Humphries
Its Secretary